



STRAIGHT TORQUE

SO MUCH HAPPENING AT THE WORKSHOP!

I don't know if it is that I am getting older or that we are all getting busier – but it doesn't feel like it has been six months since Christmas! 2011 has just flown by for us ... we hope you have had a brilliant year so far!

We have been busy in the workshop – the establishment of a family-friendly and flexible work environment has made us a leader in not only our field but also in small business. Penrith City Council asked me to speak at their Gender Equity Forum about how we have successfully implemented a number of initiatives in the workshop and, from there, I have been asked to do a number of speaking engagements around the state – it is all very exciting!

We have also received approval as an authorised Restraint Fitting Station, with the team to undertake training shortly – from next month we will also be an authorised Blue Slip provider. Our apprentice, Evan, is also a finalist in the NSW

Training Awards for the Western Sydney Region. We are incredibly proud of him and will let you know how he goes. He is a wonderful asset to the team and it is recognition well-deserved!

We truly hope that you have all had a wonderful few months and we are looking forward to seeing you soon – keep warm in winter!

All the best,
Mel, Brendon and the team @ Production Automotive

REMINDER OF REFERRAL PROGRAM

DID YOU KNOW ... that between 90 and 95% of our new customers come from recommendations? Make sure that your friends and family let us know who refers them so we can send you a \$50 voucher to say thank you!



1000KM LOG-BOOK SERVICE FREE TO PRODUCTION AUTOMOTIVE CUSTOMERS

We have had a huge influx of customers purchasing new cars, and to thank you all for being so loyal we are offering the first log-book service (at the 1,000km interval) FREE to existing customers.

If you have a friend or family member you are referring because they, too, don't wish to go back to the dealership, ensure they let us know so we can look after them in the same manner.

Don't forget that our workshop is qualified to carry out your log-book service and stamp your log book so you retain your new-car warranty. This is because:

- All work is carried out by qualified staff
- All service work is undertaken according to the manufacturer's specifications outlined in your vehicle log book, and
- We only ever utilise genuine or appropriate quality parts which come with guarantees and meet required specifications to ensure your warranty remains intact.

Talk to a member of the team for any more information, or check out our article on new-car warranty servicing on page 4.

SPONSORSHIP OF PANTHERS ON THE PROWL

Production Automotive are proud to announce sponsorship of Panthers On The Prowl, a Penrith Community Development Foundation. When the Prowl approached us about sponsorship we jumped on board straight away – we believe wholeheartedly in their strategies for supporting locals. As such we donate labour for the Prowl vehicles as our sponsorship, so look out for the Production stickers on a Prowl van near you!

The foundation runs a number of programs for both children and adults, with the goal of building self-esteem, social skills, resilience and leadership, as well as assisting with the development of literacy and numeracy. Their goals are:

- Student engagement and retention (via a number of programs which also include parents and Panther players)
- Providing access to resources children may not have otherwise had to encourage digital learning, and
- A focus on health and wellbeing via diet and nutritional information, as well as supported physical activity.

For more information check out their website:
www.panthersontheprowl.com.au.

PRODUCTION IN THE NEWS

Some of you may have seen the articles Mel is writing every month for Nepean News - for those of you who don't read Nepean News, we have just started a new blog on our website where (among other things!) we will post those stories. So far we have covered:

- E10 fuel
- The importance of servicing
- New-car warranty servicing, and
- How to choose a good mechanic.

You can also access the stories via our Facebook page (www.facebook.com/productionautomotive) or on our website – but please also be sure to check out our blog (www.productionautomotive.com.au/blog) for all the latest news!



Follow us on Facebook!



www.facebook.com/productionautomotive

HANDY HINT DON'T RUN YOUR FUEL TANK BELOW A QUARTER OF A TANK!

With fuel-injected cars, fuel keeps the fuel pump cool and running too low can cause fuel pump to overheat, burning it out prematurely. Filling up more regularly will also prevent parting with so much hard-earned cash in one hit – and don't forget to go for the higher octane fuels (95 and 98) and avoid the E10!!!



Don't forget about our online booking option – it is a great way to book in your car after hours!

Log on to www.productionautomotive.com.au and select "Online Booking" from the menu. Obviously we like to talk to you but it comes in handy when you remember that your service is due and it is 10pm!

MEMBER PROFILE: SIMONE BYE

Simone joined the Production team at the end of 2009. Simone initially joined three days a week to help us out with MYOB data entry, but was too talented for her own good! Her role continued to grow until she assumed all responsibility for the financials – she now manages Accounts Payable and Accounts Receivable, as well as all of the bookkeeping. As a result, she is here five days a week from 9.30am to 2.30pm.

A mother of four, Simone has an amazing ability to juggle multiple tasks while still keeping her cool. She has three sons at school and a daughter, Henna, who comes to work with her a few days a week and works hard with Olivia in the playroom. If you think she looks familiar you would be right – she is also Brendon's sister!

CONGRATS TO THE FOLLOWING:

- Edwina Adams on her PHD, Vanessa Larwood on her Bachelor of Education and Sheryl Baskin on her graduation in Natropathics
- Dave Brebner, Matt Crowley, Vanessa Larwood, Nicole Bernard, Simone Cunico and Shane Prince on their new roles
- Edwina Adams, Lindsay Keating, Sam and Graham Hand, Maxwell and Belinda Douglass, Brittany and Daniel Frazer, Matt and Vanessa Crowley, Oliver Smith, Wade Pethybridge, Katie and Anthony Gerber, Tara Doyle, Sue Gorst, Mike Adams and Wayne Campbell on their new cars (and also to Wayne for kicking the ciggies – AWESOME!!!)
- Sam and Graham Hand on the arrival of Madison Olivia, Kristie Pate and Rod Matthew on the arrival of Imogen, Brett and Vicky Mathison on the arrival of twins Alexia and Michael, and Jade Farrell who was due 29 April - hope all went well Jade!
- Lauren Boswell on her driver's licence
- John and Renee Germanos, and Cheryl Norgate, on their respective weddings
- Jessica Hickey, and Brock Butler and his fiancée Kaytlin, on their respective engagements
- Fiona, Nick, Mackenzie and Torah Hornman, Brett and Vicky Mathison, and Steve and Lauren Brown, on their new homes (and welcome Chris Brown and family to the 'riff from chilly Canberra!)
- All Ironman competitors who competed at the Ironman Australia Triathlon in May – a fantastic race was had by all but special mention to Ben Orr (9th overall – absolutely brilliant!), Adam Dimech and Tim Edwards who all qualified for the World Championships in Hawaii (great effort guys!), and
- Grant McFadden on running an awesome personal best at the Six Foot Track, Ash Major on a fantastic race, and Elise Blessing on a terrific effort at the Northface 100km run!

BEST WISHES TO:

- Rick Essex, Ross Sleaman, Marlene Becker, Sean Bolton, Karen Cassidy, Gavin Barr and Robyn Hall after their recent operations
- Eleanor Wood after her bout of pneumonia, Elise Blessing after battling glandular fever, David Johns after his bike accident, and Franki Bachich for a very speedy recovery, and
- Roy Johnson and John Young undergoing chemo at the moment – our thoughts are with you both.
- Farewell to Andrew Hickey who has left us for a life in Japan.



MEL RAISES OVER \$1000 FOR PCYC

Mel was wearing stripes and behind bars in April – but for a good cause! In order to raise money for the PCYC’s annual “Time 4 Kids”, Mel was locked up in Westfield Penrith for a few hours in order to raise enough bail for her freedom. She was cuffed to the fantastic Linda Kemp from Complete Recruitment Solutions, and between them they raised well over \$1000 for the cause.

WHAT IS TIME 4 KIDS?

Time 4 Kids raises awareness for PCYC’s work with young offenders and young people “at-risk”. The fundraiser calls for business owners, celebrities and community leaders to volunteer to be detained in a portable gaol cell, usually under the supervision of a Police Officer. In exchange for their release, the detainee must raise bail for PCYC – a donation that supports the work of our Police Youth Case Managers and the local PCYC. PCYC police work to provide a safe environment in which young people are given opportunities to engage in fun, safe activities, and develop their leadership potential.

We were overwhelmed by the support we had from our customers and friends, and a heartfelt thank you goes out to all of you for supporting us with such a worthy cause.



PRODUCTION GETS THE GREEN LIGHT AS AN APPROVED RESTRAINT FITTING STATION AND BLUE SLIP STATION

We are happy to let you know that we have been approved by the RTA to become an Approved Restraint Fitting Station – the team is booked in to the next scheduled specialised training session so we will let you know as soon as we have the green light!

This means we will be able to provide the following services to you:

- Correcting fitting and installation of a child restraint
- Inspection and adjustment of your child restraint to ensure it is installed correctly
- Fitting of a child restraint which requires vehicle modification, and
- Installation of additional anchorage points and other restraint devices.

We are also undertaking training in June as an Authorised Unregistered Vehicle Inspection Station (AUVIS) which means we will be able to provide Blue Slips for unregistered vehicles.

We will be sure to keep you updated!



ROIL PLATINUM

Production Automotive are distributors of ROIL Platinum, a metal conditioner that is added to your oil. We use ROIL in all of our fleet vehicles, as it not only offers increased protection and extends the life of the engine, but also provides a reduction in petrol consumption. ROIL also cuts emissions while increasing the power and efficiency of your engine.

HOW DOES IT WORK?

Friction wears down your engine over time. Worn parts in an engine mean that fuel is burned less efficiently, impacting emissions and petrol mileage. When lubrication is compromised, there is an increase in wear and a decrease in performance.

ROIL Platinum metal conditioner helps reduce friction and minimise wear in the engine – it is unique in that it treats the metal in the engine directly. Unlike other products that provide a coating, ROIL Platinum is actually absorbed by the metal components in your engine. It is a petroleum-based product that mixes with mineral and synthetic oils and, because it has no suspended particles to coat surfaces, it won’t clog up your oil galleries (unlike those that provide a coating).

ROIL is used by all the V8 Supercar teams and is suitable for all engines. It is not available off the shelf so if you would like to try it in your vehicle be sure to let the team know at your next service!

**BEEN MISSING
OUR ARTICLES IN
NEPEAN NEWS?
HERE IS THE MOST
RECENT - YOU CAN
ALSO FIND THEM
ON OUR BLOG!**

Direct Debit



• Pay Solutions •

**DIRECT DEBIT
PAYMENT PLANS
NOW AVAILABLE!**

Since we let you know in our last newsletter about the direct debit solutions, they have been incredibly popular! The company we have joined forces with is called Pay Solutions, and they organise direct debit solutions for customers. Pay Solutions offer two options:

1. Direct debit system with automatic payments, where you decide the amount and the frequency, after an unexpected repair or for general maintenance jobs, such as servicing or timing belts, or
2. Direct debit system with small, automatic payments (you decide the amount and the frequency) which accumulate and are credited at any time towards your next service.

Debits are easy to set up and can be taken from a bank account or credit card – talk to a member of the team for more information!

OPENING HOURS

Monday – Thursday: 8am – 5pm
Friday: 8am – 3pm
Saturday: 8am – 12pm
(by appointment)

WHAT ARE YOUR RIGHTS WHEN IT COMES TO CHOOSING AN INDEPENDENT MECHANIC TO STAMP YOUR LOG BOOK?

New car owners can be forgiven for assuming that in order to retain their vehicle warranty they need to return to the dealership to have it serviced. This is most certainly not the case.

There are certainly a number of requirements when it comes to new car warranties, but an educated owner can most certainly save themselves a lot of money - as well as ensure top quality! - by choosing an independent mechanic to service their vehicle.

Types of warranties

New cars are covered by a number of different types of warranties, including:

- Statutory warranties are implied by the Trade Practices Act and exist whether a consumer chooses to take their vehicle to an independent mechanic or to have it serviced by the dealer, and
- Express warranties, which are offered by vehicle manufacturers as a way of showing they stand by their vehicles. They do not override your statutory warranty but specify conditions (see further below).

Can an independent mechanic stamp your log book?

Yes! The car industry practices coercion by stealth when it comes to servicing and warranties without overtly walking across the ACCC's anti-competitive line.

Car companies don't want you to know that it is perfectly OK to have your car serviced outside the authorised dealership. It is both illegal and anti-competitive to make having your car serviced at the dealership a condition of your warranty.

The requirements for your new-car warranty can be met by any qualified repairer, provided that the servicing:

- is carried out by qualified staff
- is undertaken according to the manufacturer's specifications, and
- utilises genuine or appropriate quality parts.

Let's look at these in a bit more detail.

Qualified staff

To legally stamp your log book, the service needs to be undertaken by 'qualified staff' - meaning a trade-qualified mechanic - and the workshop itself also needs to be an MVIRA-licensed premises.

Manufacturer's specifications

Your vehicle log book will list the manufacturer's specifications for your vehicle warranty. These vary between vehicles, but generally specify services to be carried out every 10,000 to 15,000km, and also list any additional tasks that need to be carried out (such as additional filter changes, flushes, etc) - not adhering to these requirements will void your warranty.

Genuine or quality parts

Dealerships use what are called 'genuine' parts. Many independent mechanics will use 'aftermarket' parts, some of which are interchangeable with genuine products and meet the same quality specifications as genuine. Engine oils are another area where certain specifications must be met – talk to your mechanic to ensure they are using quality parts that are not only fit or appropriate, but which also come with guarantees and meet required specifications to ensure your warranty remains intact.

What are the benefits of using an independent mechanic?

Independent mechanics have a number of things going for them, including:

- Service is their main game, so their business lives and dies on the quality of the service they provide (as opposed to dealerships where servicing is an ancillary add-on)
- You get consistency of service, and can discuss your car's condition with the mechanic working on it, rather than a customer officer relaying information, and
- Due to the wide availability of quality aftermarket parts and reduced labour costs, independent servicing is often far cheaper than dealership servicing.

So what do you need to ask your mechanic?

You are paying for a service, so it is vital you have the full facts:

- What is the warranty on labour?
- What are the brands of parts they are using - are they deemed suitable and do they come with guarantees?
- Who is working on your vehicle? Are apprentices buddied and all work supervised by a qualified mechanic?
- Are diagnostic machines available (if required) to look for fault codes and/or reset the service interval schedule?

Armed with the right information, you will be able to find a quality independent service without the dealership price tag!